

Kathleen Grillo  
Vice President  
Federal Regulatory



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September 21, 2004

**EX PARTE**

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

**Re: In the Matter of IP-enabled Services, WC Docket No. 04-36**

Dear Ms. Dortch:

On September 20, 2004, Kathleen Grillo, Leslie Owsley, Ann Shaub, Joshua Swift, Michelle Swittenberg, and David Young, on behalf of Verizon, met with Michelle Carey, Thomas Navin, Julie Veach, Russell Hanser, Darryl Cooper, Michael Goldstein, Marcus Maher, Terri Natoli, and Christi Shewman. The purpose of the meeting was to discuss Verizon's consumer VoIP product, VoiceWing. The attached presentations formed the bases of the discussion. The positions expressed by Verizon were consistent with its comments and reply comments in this proceeding.

Pursuant to Section 1.1206(b) of the Commission's rules, one electronic copy of this notice is being filed in the above-referenced proceeding.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Kathleen Grillo".

Kathleen Grillo

cc: Michelle Carey  
Thomas Navin  
Julie Veach  
Russell Hanser  
Darryl Cooper  
Michael Goldstein  
Marcus Maher  
Terri Natoli  
Christi Shewman



# **Verizon VoiceWing Broadband Phone Service**

**September 20, 2004**

**Michelle Minus Swittenberg  
Executive Director, Consumer VoIP**

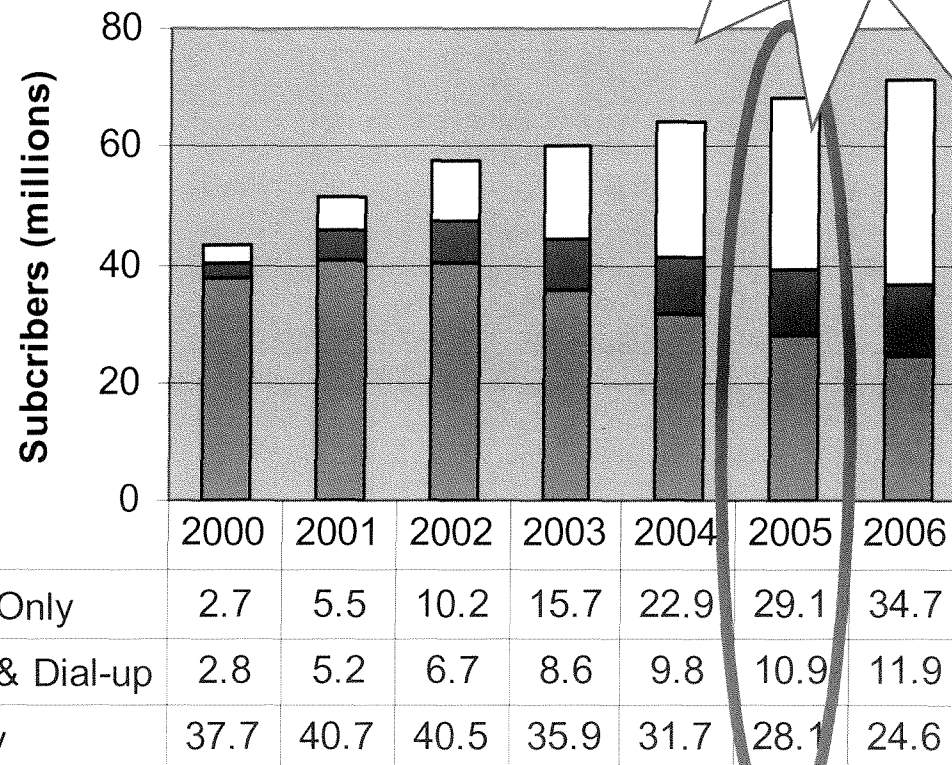
# Broadband Will Replace Dial-up Access and Will Be Key Driver for VoIP

## Broadband Creates VoIP Opportunity

- Dial-up modems are inadequate for high quality VoIP
- Broadband enables high quality VoIP
- As broadband replaces dial-up as the dominant internet access, high quality VoIP over broadband will be available to more and more customers

## Internet Access

**Broadband Surpasses Dial-up in 2005 !!**



Source: Instat MDR

## VoiceWing – Launched July 22, 2004

| Description of Product Offering                      |
|--|
| Unlimited Local Calling                              |
| Unlimited Domestic Long Distance                     |
| Low International Rates                              |
| Traditional and IP Calling Features                  |
| Web-based Personal Account Manager                   |
| Choice of Area Code                                  |
| Portable – May Be Used with any Broadband Connection |
| Emergency Response Service Similar to Basic 911      |
| \$34.95 for Verizon DSL Customers                    |
| \$39.95 for Customers with Other Broadband           |
| \$5 Discount for first Six Months                    |

# VoiceWing Features

## Traditional Features

- Call Waiting
- Caller ID
- Voice Mail
- Call Forwarding
- Speed Dial 10
- Repeat Dial \*66
- Return Dial \*69
- Three-Way Calling

## IP Features

- Personal Account Manager – Web-based Account and Call Management System
- Call Logs with Click-to-Dial
- Voice Mail with Email Notification
- Ability to Retrieve Voice Mail Online
- Enhanced Call Forwarding with Scheduling
- Schedule Call Back
- Interactive Personal Address Book –synchronizes with MS Outlook and Lotus Notes
- Internet Directory Look-Up (Super Pages)
- Choice of Area Code

# VoiceWing Service Model

| <b><u>Availability</u></b>   | <b><u>Ordering</u></b>   | <b><u>Provisioning</u></b>   | <b><u>Billing</u></b> | <b><u>Service</u></b>                                      |
|--|--|--|-----------------------|--|
| Available in 50 states and D.C.<br>Both in and out of Verizon franchise<br>Area codes available in 33 states and the District of Columbia<br>More than 130 MSAs<br>More than 1200 rate centers | Orders placed online through verizon.com or Verizon Call Centers | "Bring Your Own Broadband"<br>Works with DSL or Cable Modem<br>Self-install<br>Plug-n-play | Credit Card Billing   | Single Point of Contact for Technical or Billing Questions |

# Verizon VoiceWing – Home Page



## Verizon VoiceWing

► [Package Price](#)

► [Features](#)

► [Learn More](#)

► [FAQs](#)

► [Contact Us](#)

► [Sign Up Now!](#)

## More Links

► [Verizon Online DSL](#)



User ID

Password

[Forgot Your User ID?](#)

[Forgot Your Password?](#)

(For authorized Verizon customers only)

[See How VoiceWing Works Click Here!](#)



## Verizon VoiceWing

### Broadband Phone Service

VoiceWing<sup>SM</sup> is a powerful new way to communicate.

Voice Over IP (VoIP) technology enables you to make calls over your DSL or cable Internet connection using your existing phone and your router. Sign up for VoiceWing and pay one low monthly fee to get:

- Unlimited local and long distance calling
- Your favorite [calling features](#) like voice mail, call waiting, and caller ID
- Ability to [choose your area code](#)
- Great [Web-based calling features](#) that you can access from anywhere

[Check out all the benefits](#)



### How Much?

#### Special Web Offer

Get VoiceWing for as low as

**\$29.95/month**

Order online by  
October 31

[package pricing ►](#)

### Great Calling Features

- Caller ID
- Three-Way Calling
- Enhanced Call Forwarding
- Voice Mail with E-mail Notification

[learn more ►](#)

### Low International Rates


|         |       |
|---------|-------|
| Canada  | 3.5¢  |
| UK      | 4¢    |
| India   | 21.3¢ |
| Jamaica | 17.4¢ |
| Italy   | 3.9¢  |
| Brazil  | 10.3¢ |

[see more rates ►](#)

Usage must be consistent with normal residential use for one household. Verizon reserves the right to monitor the usage rates of accounts for possible abuse of service. More than 5,000 minutes a month is considered beyond normal residential use and may be investigated, resulting in potential termination of service.




# VoiceWing Personal Account Manager




Thu 8/26/2004

Address Book Search




Broadband Phone Service


[About Verizon VoiceWing](#)
[Send Feedback](#)
[Sign Out](#)



5 New Calls Today



2 New Voice Mail



Call Forwarding

(973) 210 4197 is not forwarded

| Incoming Calls        | Outgoing Calls       | Missed Calls       |
|-----------------------|----------------------|--------------------|
| Caller ID: [REDACTED] | Location: RESTON, VA | Duration: 02 Mins. |
| [REDACTED]            | WEHAWKEN, NJ         | 01 Mins.           |
| [REDACTED]            | NEERNDON, VA         | 75 Mins.           |
| [REDACTED]            | TETERBORO, NJ        | 02 Mins.           |
| [REDACTED]            | WEHAWKEN, NJ         | 01 Mins.           |
| [REDACTED]            | MANHATTAN, NY        | 48 Mins.           |
| [REDACTED]            | MANHATTAN, NY        | 01 Mins.           |
| [REDACTED]            | MANHATTAN, NY        | 01 Mins.           |
| [REDACTED]            | MANHATTAN, NY        | 01 Mins.           |

[View All Incoming Calls](#)

### Extra Services Account

|                                  |         |
|----------------------------------|---------|
| Current Balance Amount           | \$8.31  |
| Auto Re-Charge Amount            | \$15.00 |
| Re-Charge if balance falls below | \$2.50  |

[International Rates](#)

### My Account

[My Plan](#)

|                      |                          |
|----------------------|--------------------------|
| Account Number       | [REDACTED]               |
| Main Number          | [REDACTED]               |
| Alternate Phones     | [REDACTED]               |
| Alternate Number Fee | \$0.00                   |
| Calling Plan Fee     | \$29.95                  |
| Local and LD calls   | Unlimited                |
| International calls  | Per minute country rates |
| In-network calls     | Free                     |

### Important Links

[Frequently Asked Questions](#)  
[Add Alternate Telephone Number](#)  
[Add Speed Dial 10 Numbers](#)


[Home](#)
[Address Book](#)
[My Phone](#)
[Directory](#)
[My Account](#)
[Help](#)

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Great international calling rates.

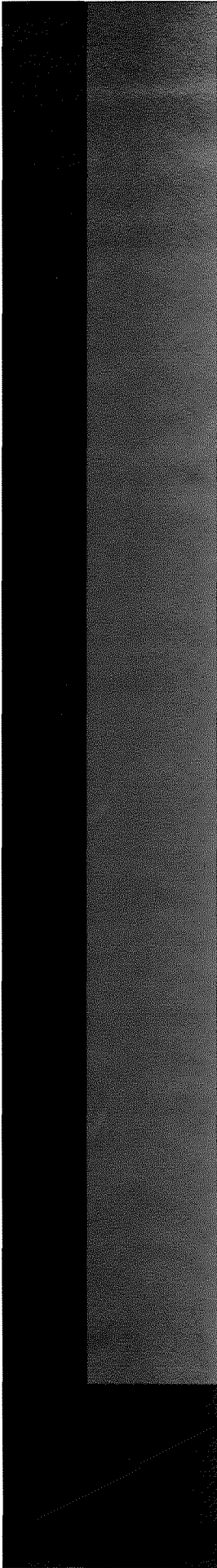
|             |       |
|-------------|-------|
| Canada      | 3.5c  |
| UK          | 4c    |
| India       | 21.3c |
| Jamaica     | 17.4c |
| Italy       | 3.9c  |
| Germany     | 3.7c  |
| El Salvador | 14.6c |
| Israel      | 5.8c  |
| Venezuela   | 9.3c  |
| Japan       | 4.7c  |

[More rates >>](#)





**verizon**



# **Verizon VoiceWing**

## **Broadband Phone Service**

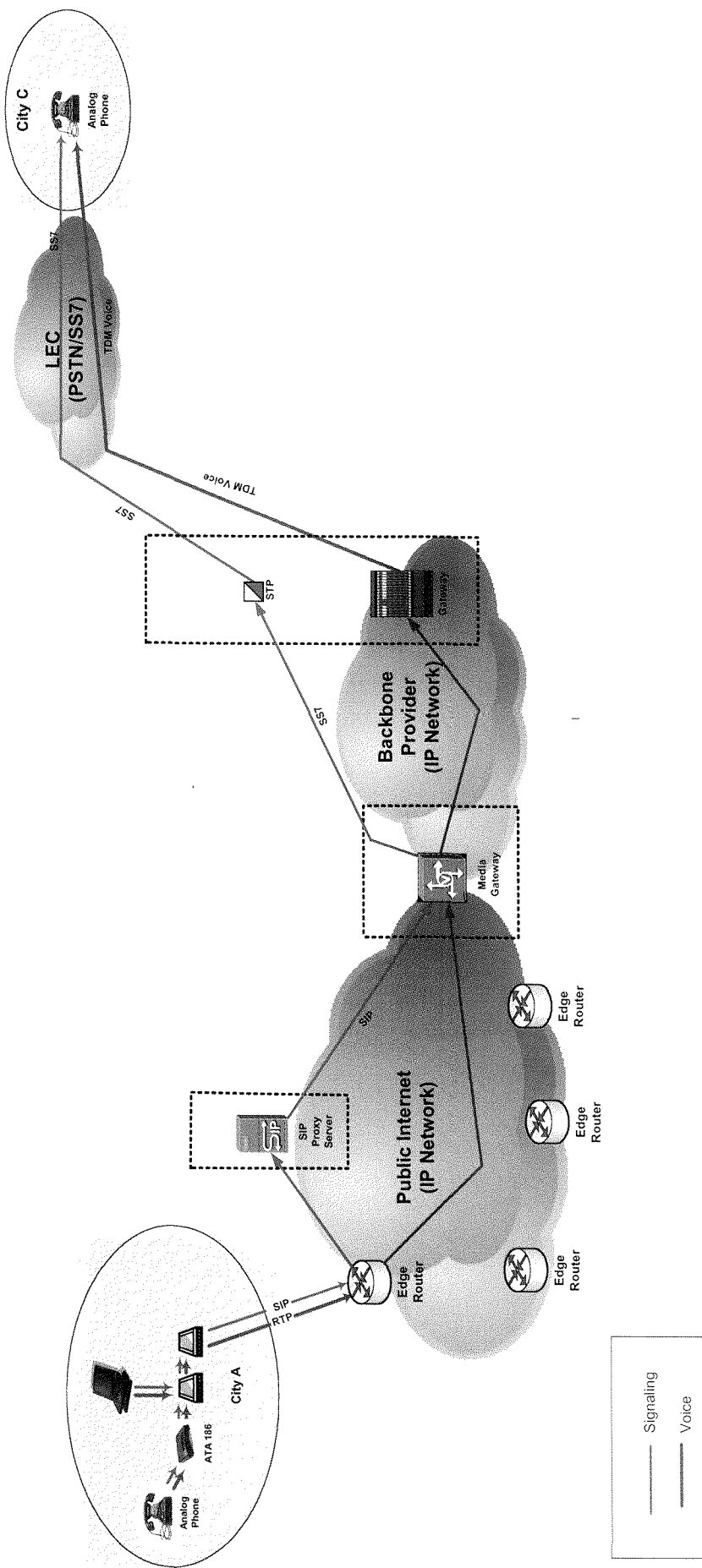
**September 20, 2004**

**Ann Shaub**  
**Director, Verizon Technology Organization**

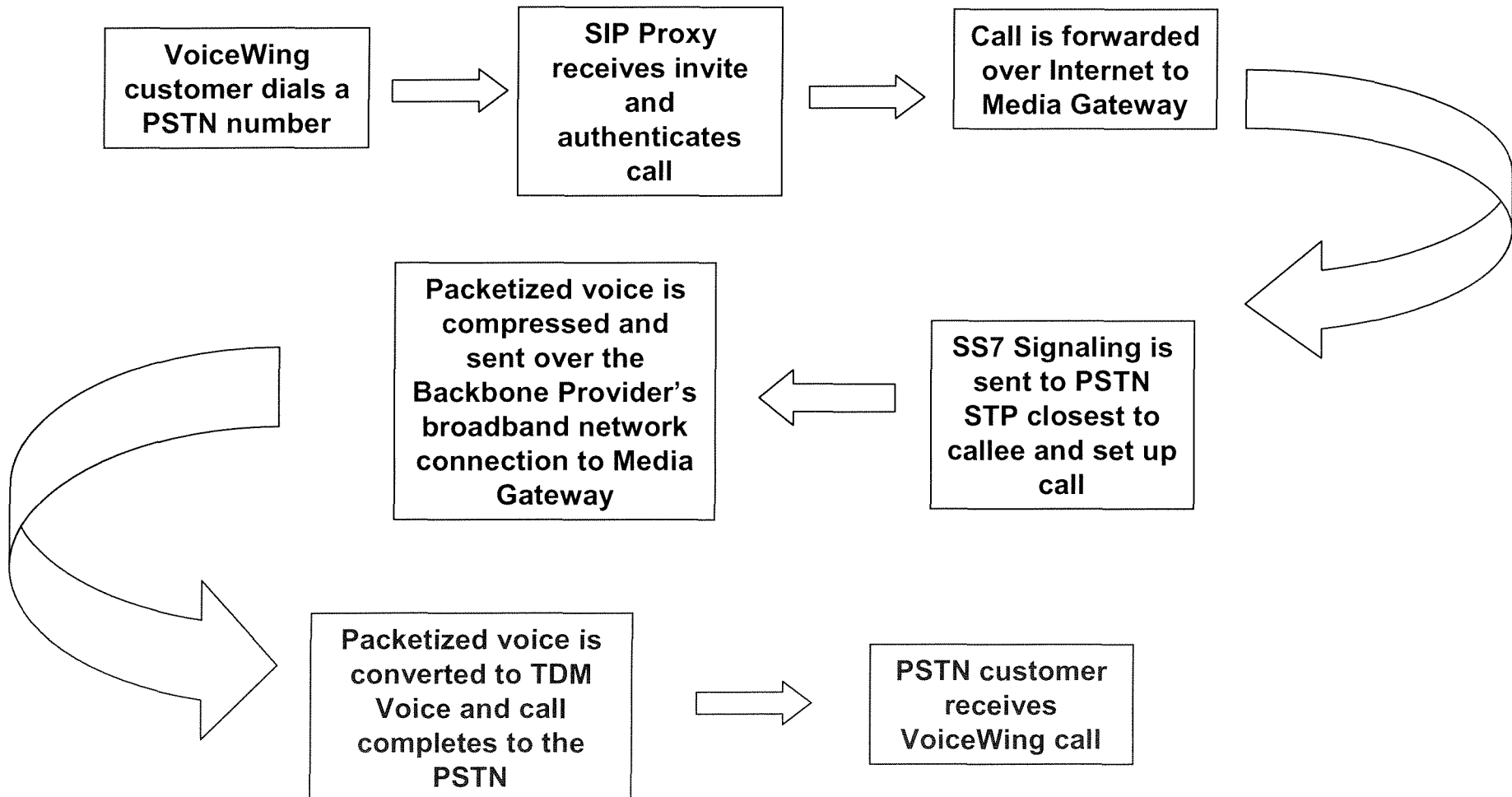
# Technical Solution Background

- Outsourced Technical Solution
  - Expedited Time to Market
  - Selective Partnerships
    - Call Origination/Termination to PSTN; Telephone Numbers; LD Backhaul
    - Media Gateways
    - 911 Solution
    - 411 Solution
    - SIP Proxy; Voice Mail Platform; Call Control
- Enables the convergence of Voice and Data Applications
  - Ability to access traditional voice applications from a PC
    - Personal Account Manager (PAM)

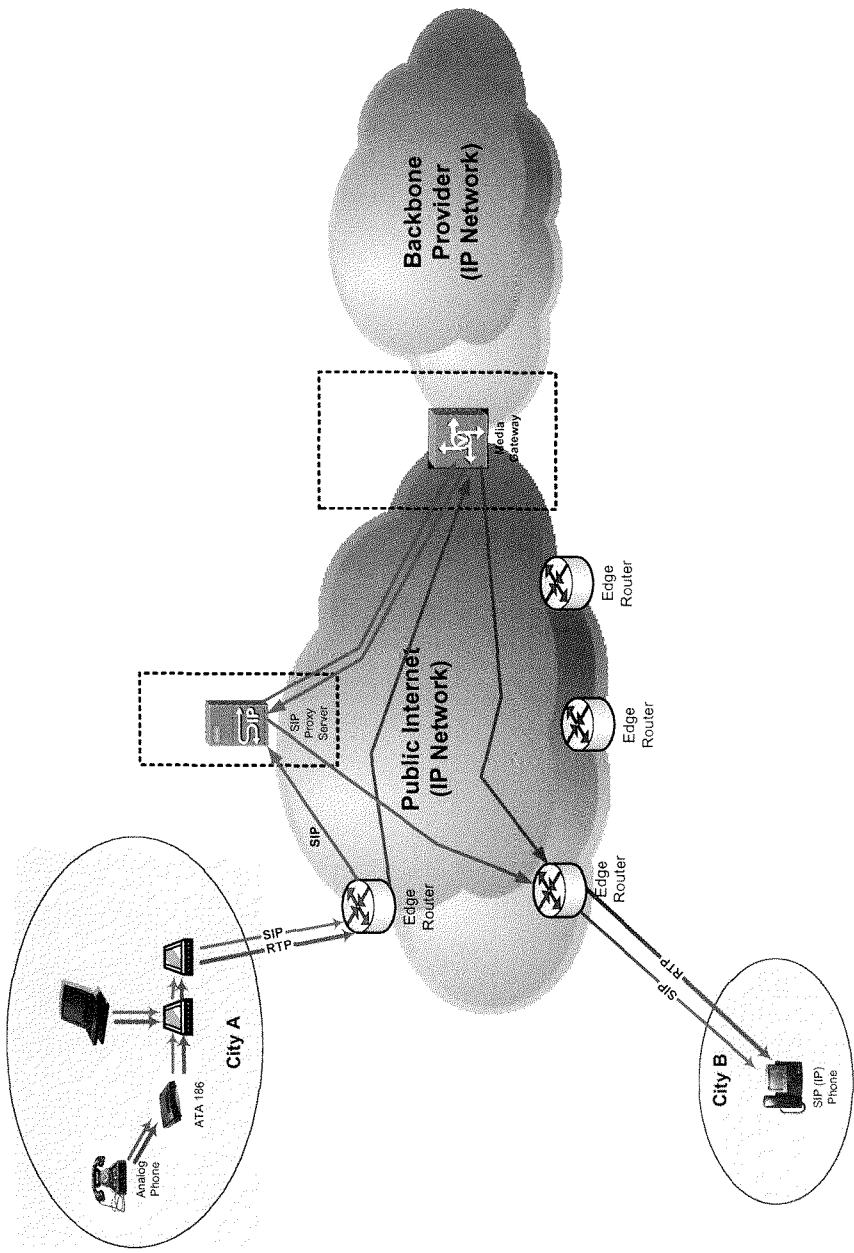
# VoiceWing Architecture: VoiceWing to PSTN



# VoiceWing to PSTN Call Flow



# VoiceWing Architecture: VoiceWing to VoiceWing



# VoiceWing to VoiceWing Call Flow

